

SMART NETWORK - a centralized system providing intelligent communications, real-time data analysis and optimized management for enhanced business operations.



Centralized Management

Advanced Statistics

Intelligent Call Routing

Real-time Monitoring

Call Recording

Automatic Fail-over

World-wide Connectivity

User-level Management

Multi-level IVRs

Customized Services

The SMART NETWORK by Phoenix Communications Group is a centralized system providing intelligent communications, real-time data analysis and optimized management for enhanced business operations. Our wide-ranging services include IVRs, call routing, as well as real-time statistics and control of high-volume traffic and complex network structures. All these features provide your company a better and more ample vision of your customer base and their responses to marketing campaigns and customer service quality. Your company's managers and executives will have swift and seamless response control to changes, emergencies, and customer base shifts, resulting in reduced operations' costs and increased business profitability.

Among the many advantages that our smart network offers, the more outstanding benefits & features are:

CALL ORIGINATION

- ▶ We provide clients with toll-free (e.g. 1-800) numbers anywhere in the world.
- ▶ Local phone numbers (DID) in any country.
- ▶ We can port existing numbers to our system.
- ▶ We can utilize the existing origination company of the client's current service.

TERMINATION

- ▶ Call termination all over the world with the best call quality and most competitive prices.
- ▶ Intelligent fail-over: Our system is designed to redirect calls to any termination if the original intended termination fails for any given reason, without costing the client any call loss nor the additional charges typically associated with the re-origination (transfer) of the call.

INTELLIGENT CALL ROUTING

- ▶ Our system can route the calls according to client pre-established filters and parameters of origin, specific terminations, time, schedules, corporate policies, call center saturation capacity, and even last minute emergencies, or any other client-specific need while at the same time creating redundant solutions in order to guarantee call termination.

MULTILEVEL IVRs

- ▶ We offer the possibility of very complex structure IVRs, with many languages, options and levels as needed. Design your own multi-level IVRs with intelligent parameters and options to efficiently route and affect the flow of your call volume to multiple destinations.

REAL TIME MONITORING

- ▶ The customized admin interface allows for real-time call monitoring of any call, at any time.
- ▶ View all calls as they are running in real time, and customize a live summary filtered by origin, destination, IVR option, calls being recorded, answered, on hold, etc.

CALL RECORDING

- ▶ Based on the origination, destination, among other parameters, we provide the possibility to schedule recordings of all calls meeting a defined criteria. Using the admin interface, you can find a specific call, based on advanced filters, and listen to the recording, or download it to your workstation.

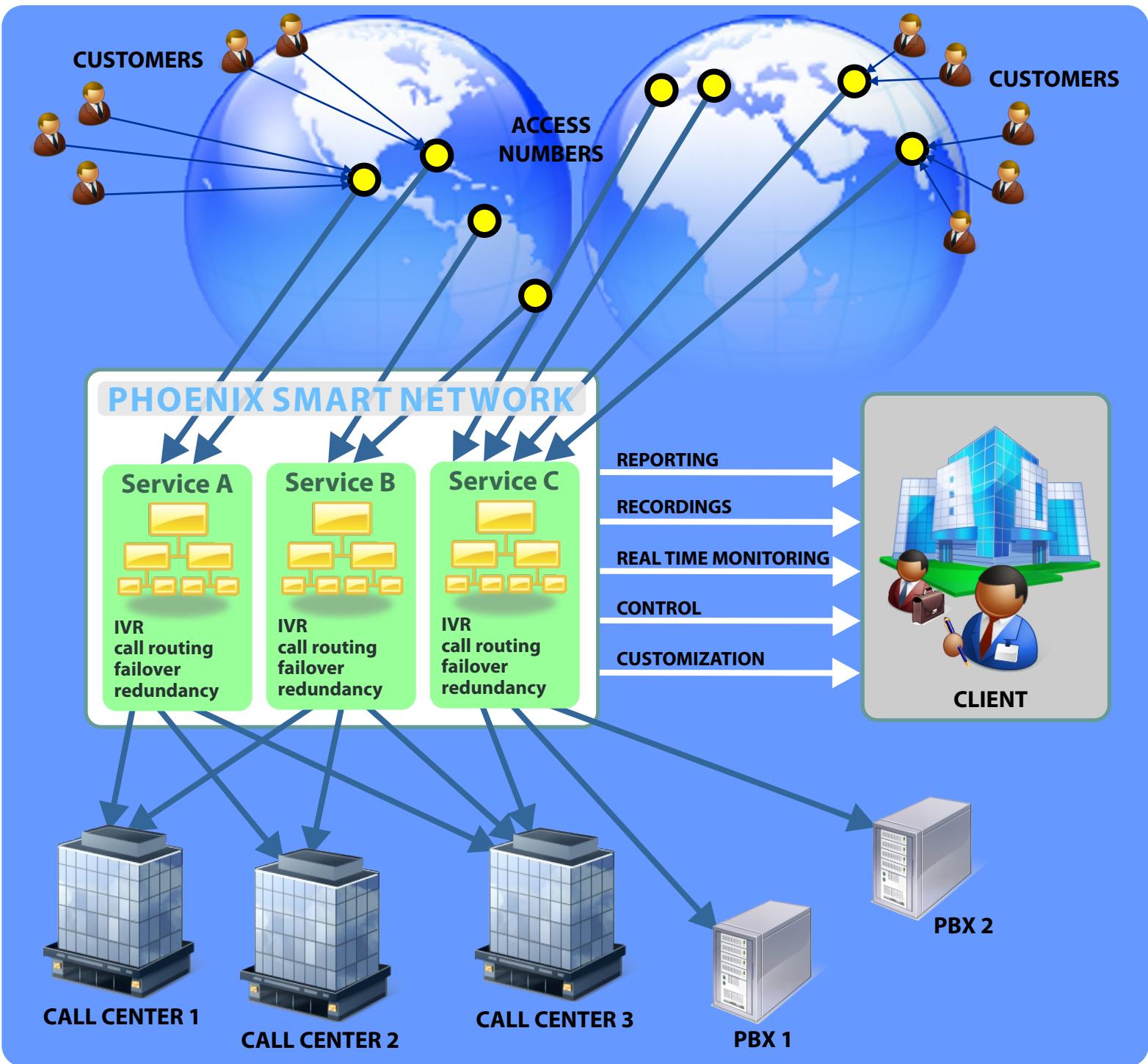
ADVANCED STATISTICS

- ▶ Our unique web platform allows for immediate and independent reports: call statistics, call center response effectiveness, call traffic analysis and, call trend analysis, etc, even before the calls have been registered by the call center agent or PBX.
- ▶ This customized reporting can provide your company with detailed information about your customers such as who, when, with what frequency, and for what reasons they are calling.
- ▶ Additionally, you can collect real-time information about traffic tendencies at any given time, responses generated from marketing campaigns as well as any other statistical information as demanded by the company.

CUSTOMIZED SERVICES

- ▶ Our platform can be customized for each client according to their needs and specifications.

SMART NETWORK DIAGRAM



Industries that will benefit from our services:

- Airlines
- Banks and Credit Card Companies
- Resorts & Hotel Chains
- Call-Centers
- Marketing / Advertising and Consulting Firms
- Travel Brokers & International Travel Agency Services
- Pharmaceutical Companies
- Government Agencies
- Reservation Services
- Any business that wishes to know and measure market response to a product or service by using telecommunication technologies.

Our unique selling proposition includes our services designed to your specific needs without additional cost; an excellent pricing model: **the client only pays for the traffic volume routed through our system and our prices are extremely competitive.**



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